



## Frequently Asked Questions

### **How can I order Power Up?**

Simply go to our order page, located [HERE](#).

### **How soon can I expect my Power Up Activity Kit?**

Activity Kits are expected to ship within 5 -10 days of purchase.

You will be **notified by CGP**, our fulfillment partner, via email when your kit has shipped. Please allow 10 business days from your email confirmation to receive your kit.

### **I have two (or more) girls. Can I purchase more than one kit?**

Absolutely! Simply select the size shirt for one girl and click "add to cart". Then select the next size you need and click "add to cart".

### **Can I ship to more than one address?**

The shipping address is specific to each purchase. To ship to more than one address, you will need to make a second purchase/transaction (start a new order form).

### **Can I send a Power Up Activity Kit as a gift?**

Absolutely! This is the perfect gift for any girl! Simply enter the girl's name and shipping address in the purchase form and the kit will ship directly to her. At this time, we are unable to include a note within the kit indicating that it is a gift from you, so please reach out to the girl directly letting her know that you have gifted her *Power Up*!

### **Do I need to participate with my girl? What should be my role as the caregiver?**

Great question! It's lots of fun to do together! You and your girl can enjoy each of the 16 interactive Power Up lessons at a pace that works for you. You can complete the entire lesson at once or break it up for continued fun.

There may be times when you just can't participate together. When that's the case, your girl can complete the activities independently using the Power Up videos for each lesson available on YouTube. A card is included with each purchase with instructions on links to the videos.

### **How long will it take my girl to complete each of the activities and lessons?**

Each lesson will take about an hour to complete. Your girl can go at her own pace to complete the activities.

### **Can the other children in our home participate?**

Absolutely! While the lessons were created with 8-11-year-old girls in mind, everyone can participate in the fun activities and the physical activity plan.

### **Oh no! My Power Up Activity Kit arrived damaged or is missing items! What now?**

So sorry! If you receive a damaged product in your box, or if your box arrived damaged or missing a product, please email us at [customerservice@gotrshop.com](mailto:customerservice@gotrshop.com) ASAP, and we will take care of it!

### **My Power Up Activity Kit never arrived. What should I do?**

If your Power Up Activity Kit is missing, please notify us at [customerservice@gotrshop.com](mailto:customerservice@gotrshop.com). If the kit did not arrive due to an incorrect address entered by the customer or an address change, there will be a \$30 service fee to send a replacement box.

### **Am I able to return my Power Up Activity Kit?**

No. Power Up Activity Kits purchases are nonrefundable. Any returns made to us will not be eligible for a refund.

### **I would love for my daughter to participate in Power Up. Are there scholarships available?**

Scholarships are not available. The Power Up kit provides a great value for your girl and family.

### **What accreditation does the program have?**

Power Up is created by Girls on the Run, a leader in developing and delivering life-changing programs for girls. For the past 25 years, our evidence-based programming has reached girls at a critical stage, strengthening their confidence at a time when society begins to tell them they can't. Underscoring the important connection between physical and emotional health, this at-home program addresses the whole girl when she needs it the most. An independent study found that 97% of girls in Girls on the Run learn critical life skills including resolving conflict, helping others or making intentional decisions; 85% of girls improve in confidence, caring, competence, character development or connection to others; and girls who were least active at the start of the season increase their physical activity level by 40%.

### **I have a company that creates awesome products for tween girls! How do I get my product in your kit?**

We would love to hear about your product and company! Email Girls on the Run International headquarters at [partnerships@girlsontherun.org](mailto:partnerships@girlsontherun.org) and tell us about you and what your company has to offer our Power Up girls.

### **How do I find out more about Girls on the Run Palm Beach?**

[Click here](#) to visit our website.